

Shanna H. Poole
Director, Operational Contract Support Policy

Ms. Shanna H. Poole is the Director, Operational Contract Support Policy for the Deputy Assistant Secretary of Defense (Program Support), advising on matters pertaining to Operational Contract Support (OCS), contingency program management, policy, and information management. She manages a diverse portfolio relative to contractor tracking, accountability, and reporting. Ms. Poole routinely coordinates with the Department of Defense (DoD) Combatant Commands, Department of State, U.S. Agency for International Development, and Department of Homeland Security / Federal Emergency Management Agency to promote seamless and complementary processes and procedures. She also works with U.S. coalition partners and allies to identify opportunities to integrate international engagements. Ms. Poole is the advocate, functional sponsor, and Configuration Control Board chair for the Synchronized Predeployment and Operational Tracker information system, which tracks and accounts for contractors supporting contingency operations, humanitarian relief, and disaster recovery efforts.



Ms. Poole entered federal service through the Outstanding Scholars Program and has held a wide variety of positions across the DoD. Previous assignments include Director, Life Cycle Sustainment Strategies for the Deputy Assistant Secretary of the Navy (Acquisition and Logistics Management); Deputy Branch Chief, Life Cycle Management Center for Headquarters Marine Corps, Installations and Logistics Department; Navy Customer Account Manager at Headquarters Defense Logistics Agency; and various positions at the Defense Supply Center Richmond, including Contracting Officer, Weapon Systems Support Manager, and Procurement Branch Chief.

In 2011, Ms. Poole voluntarily deployed to Kabul, Afghanistan in support of the NATO Training Mission - Afghanistan / Combined Security Transition Command – Afghanistan. She established a new, innovative office responsible for overall cost, schedule, and performance of training and mentoring contracts totaling over \$1.35 billion.

Ms. Poole received a Bachelor of Science degree from East Carolina University, Master of Science degree from Central Michigan University, and a Master of Science degree in National Resource Strategy from the Industrial College of the Armed Forces, Washington, DC.

She is the recipient of numerous performance awards, most notably are the Outstanding Civilian Service Award, Global War on Terrorism medal and the NATO medal.